

## TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

<b>Title</b> Salesforce NPSP Business Analyst	<b>Funding Code (WBS and Grant/Fund ID)</b>	<b>Type of engagement</b> <input type="checkbox"/> Consultant (ZCON) <input type="checkbox"/> Individual Contractor Part-Time <input checked="" type="checkbox"/> Individual Contractor Full-Time	<b>Duty Station:</b> Jakarta, Indonesia
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**Purpose of Activity/Assignment:**  
*Purpose of Activity/Assignment (Link with AWP/ MYWP or IMEP)*

Providing skilled Business Analyst resource to support implementing partner work and to accomplish the objectives of the Salesforce NPSP project, and to ensure the project align with UNICEF needs, scope, budget and within the time line.

**Special Purpose Outcome: PFP – Donor Management Jakarta**  
**Programme Effectiveness Outcome: 9.1.1.**  
**PFP Workplan**

**Background**  
 UNICEF – the United Nations Children’s Fund- is an international organization working to realize the rights of children all around the world with presence in over 190 countries and territories. UNICEF operates its programmes fully with the generous donations received from governments, the private sector, as well as individuals. UNICEF mobilizes support from the private sector as well as generous individuals which is critical to delivering its programmes for children.  
 The support of individuals is critical for UNICEF to achieve its mandate for children. The organization recognizes the value of growing, engaging, and retaining individual supporters (financial donors and non-financial supporters) and strives to offer them meaningful journeys.  
 UNICEF is therefore contracting a consultant to support, drive the discussion and engagement with the implementing partner in implementing the Salesforce NPSP in UNICEF Indonesia to ensure the project in line with the scope, budget and timeline.

**Scope of Work:**  
 The Business Analyst is responsible for overall Salesforce NPSP project management and planning activities for smaller projects and all business aspects of the requirements and analysis phase of larger projects together with implementing partner. Additional responsibilities include:

- Perform requirements gathering and analysis
- Develop and implement test plans to ensure successful delivery of a project
- Accurately determine, assign, plan, monitoring, track and manage project task, activity, documentation and time information per internal standards
- Creating a detailed business analysis, outlining problems, opportunities and solutions for a business
- Determines Functional and Non-Functional Requirements Requirement Analysis
- Ensure the services provided by implementing partner in compliance with UNICEF rules and regulation.
- Drive the discussion and lead the engagement with the implementation of Salesforce project.

Output, in collaboration with UNICEF Donor Management team:

- Understand UNICEF Indonesia current architecture, and capable to identify the gap with the expected outcome
- Capable to support to design the target architecture solution, integration and data migration strategy
- Capable to prioritize integration, data migration and local implementation within the sprint phase.
- Supporting post live in developing Marketing Cloud
- Ensure the services provided implementing partner meet UNICEF requirements and comply with the rule and regulation.
- Managing all consent, license and other agreement with UNICEF third parties.
- Ensure the project meet the scope, budget, and within time line.
- Bridging new knowledge from the implementation partner and/or new solution to the UNICEF team.

<b>Budget Year:</b> 2021	<b>Requesting Section/Issuing Office:</b> PFP-Donor Management Jakarta	<b>Reasons why consultancy cannot be done by staff:</b> <i>This is classic consultancy work, to consult the UNICEF staff member how to drive Salesforce NPSP project goals forward, and how to respond to the requests, support, driving the discussion and as a hub to transfer knowledge from the implementing partner. We consider this temporary, and it requires a proven expert with in-depth knowledge of the Salesforce NPSP, most of which prefer to be independent. This independence also works in our favor, as the role will require UNICEF to engage with all related stakeholders and third parties partners. The nature of project is big, complex and required dedicated 100 % time to focus in the project.</i>		
<b>Supervisor:</b> Donor Relations Specialist		<b>Start Date:</b> December 2021	<b>End Date:</b> November 2022	<b>Number of Days (working)</b> 11.5 Months

<b>*Work Assignment Overview (SMART)</b>			
Tasks/Milestone:	Deliverables/Outputs:	Timeline	Estimate Budget
Perform requirements gathering and analysis	Monthly report to document support in understanding UNICEF Indonesia current architecture, and capable to identify the gap with the expected outcome		
Develop and implement test plans to ensure successful delivery of a project	Monthly report to document support in prioritizing integration, data migration and local implementation within the sprint phase.		
Accurately determine, assign, plan, monitoring, track and manage project task, activity, documentation and time information per internal standards, outlining problems, opportunities and solutions for a business	Monthly report to document support in ensuring the services provided implementing partner meet UNICEF requirements and comply with the rule and regulation.		
Determines Functional and Non-Functional Requirements Requirement Analysis	Monthly report to document support in supporting post live in developing Marketing Cloud		
Ensure the services provided by implementing partner in compliance with UNICEF rules and regulation.	Monthly report to document support in bridging new knowledge from the implementation partner and/or new solution to the UNICEF team.		
Drive the discussion and lead the engagement with the implementation of Salesforce project.	Monthly report to document support in ensuring all required information, needs, and goals from UNICEF and implementing partner are achieved.		
Accurately determine, assign, plan, monitoring, track and manage project task, activity, documentation and time information per internal standards, outlining problems, opportunities and solutions for a business	Monthly report to document support in designing the target architecture solution, integration, and data migration strategy		
Determines Functional and Non-Functional Requirements Requirement Analysis	Monthly report to document support in managing all consents, licenses and other agreements with UNICEF third parties.		
Determines Functional and Non-Functional Requirements Requirement Analysis	Monthly report to document support in making sure the project meets the scope, budget, and within time line.		
Determines Functional and Non-Functional Requirements Requirement Analysis	Monthly report to document support in responsibility for the overall release management in Agile methodology with implementing partner		
Determines Functional and Non-Functional Requirements Requirement Analysis	Monthly report to document support in attending the workshop and or training that will be provide by implementing partner		
Determines Functional and Non-Functional Requirements Requirement Analysis	Capable to do scripting for data cleansing and training the local team after project finished.		

<p><b>Minimum Qualifications required:</b></p> <p><input checked="" type="checkbox"/> Bachelors   <input type="checkbox"/> Masters   <input type="checkbox"/> PhD   <input type="checkbox"/> Other</p> <p>Enter Disciplines: Computer Science/Engineering, or Information Technology, or Electrical Engineering and Mathematic Science.</p>	<p><b>Knowledge/Expertise/Skills required:</b></p> <ul style="list-style-type: none"> <li>• Bachelor degree in Computer Science/Engineering, or Information Technology, or Electrical Engineering</li> <li>• Experience with Salesforce: Sales Cloud, Service Cloud, Force.com Platform</li> <li>• Experience with databases e.g. SQL Server, Oracle and NoSQL e.g. Hive, Impala</li> <li>• Experience with various technology tools: BI tools (PowerBI, Tableau, and Microstrategy), statistical software (R, Python, and SPSS) and office programs, database software (MSSQL, Teradata, and Alation), Advanced Excel, Tableau, Qlikview</li> <li>• Have experience with Big Data and Technology Innovation</li> <li>• 5-6 years of Salesforce Implementation as Business Analyst, Business Intelligence, Project Manager</li> </ul>
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